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Substitute for form 1449A/PTO

## INFORMATION DISCLOSURE STATEMENT BY APPLICANT

*(Use as many sheets as necessary)*

Sheet	1	of	3
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**Complete if Known**

Application Number	10/016,364
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<b>Filing Date</b>	10-30-01.
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First Named Inventor	Mikhail Yury Podrazhans
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Art Unit	TBD
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Examiner Name: TRD

Attorney Docket Number	0761-1-1
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## U.S. PATENT DOCUMENTS

Examiner Initial	Cite No. 1	Document Number	Publication Date MM-DD-YY	Name of Patentee or Applicant of Cited Document	Pages, columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number Kind Code <sup>2</sup> (if known)			
KP	A	4,875,162	10-17-89	Ferriter et al.	
RP	B	5,016,170	05-14-91	Pollalis et al.	
RP	C	5,062,103	10-29-91	Davidson et al.	
RP	D	5,164,983	11-17-92	Brown et al.	
RP	E	5,321,610	06-14-94	Breslin	
RP	F	5,381,332	01-10-95	Wood	
RP	G	5,414,806	05-09-95	Richards	
RP	H	5,528,678	06-18-96	Kaplan	
RP	I	5,530,744	06-25-96	Charalambous et al.	
RP	J	5,548,506	08-20-96	Srinivasan	
RP	K	5,581,686	12-03-96	Koppolu et al.	
RP	L	5,613,058	03-18-97	Koppolu et al.	
RP	M	5,634,019	05-27-97	Koppolu et al.	
RP	N	5,671,361	09-23-97	Brown et al.	
RP	O	5,692,125	11-25-97	Schloss et al.	
RP	P	5,745,110	04-28-98	Ertemalp	
RP	Q	5,765,139	06-09-98	Bondy	
RP	R	5,765,140	06-09-98	Knudson et al.	
RP	S	5,826,236	10-20-98	Narimatsu et al.	
RP	T	5,826,252	10-20-98	Wolters, Jr. et al.	

## FOREIGN PATENT DOCUMENTS

[illegible]

**Examiner  
Signature**

Klaus Sedgwick

Date Considered


10/27/05

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1. Applicant's unique citation designation number (optional). 2. See Kinds codes of USPTO patent Document Classification MPEP 501.04. 3. Enter Office that issued the document, by the two-letter code WIPO Standard ST.3. 4. For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. 5. Kind of document by the appropriate symbols as indicated on the document under wipo Standard ST. 16 if possible. 6. Applicant to place a check mark here if English language Translation is attached.

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Sheet	2	of	3														

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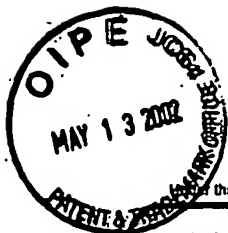
Examiner Signature	<i>Galea Robert</i>	Date Considered	<i>10/27/05</i>
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		First Named Inventor	Mikhail Yury Podrazhansky		
		Group Art Unit	TBD		
		Examiner Name	TBD		
Sheet	3	of	3	Attorney Docket Number	0761-1-1

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OTHER PRIOR ART – NON PATENT LITERATURE DOCUMENTS			
Examiner Initial	Cite No. 1	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T <sup>2</sup>
KD	5	XCELERATOR, <a href="http://amcat.com/">http://amcat.com/</a> , 9/15/2000	
KD	6	SimACD and Call Center Designer, By Portage Communications, Inc., 9/15/2000	
KD	7	Call Center Designer (New Version 2.4 Just Released), By Portage Communications, Inc., 9/15/2000	
KD	8	CenterForce Optimizer, CenterForce Technologies, 9/15/2000	
KD	9	IEX, TotalView - Workforce Management, 9/15/2000	
KD	10	Management Information Systems, CRM Xchange, 9/15/2000	
KD	11	What's Next in Monitoring Technology? Data Mining Finds A Calling in Call Centers, Dictaphone, 9/15/2000	

Examiner Signature	<i>Kolye Podrazhansky</i>	Date Considered	10/27/05
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